

Provider Readiness Checklist

In the summer of 2016, child care Providers will begin using the Provider Portal for Subsidized Child Care Assistance (SCCA). The Provider Portal's benefits will include...

- Easy online access to the information Providers need, such as vouchers & attendance rosters.
- Update Provider information online with the click of a button.
- LESS PAPER! Sign documents & submit attendance electronically.
- NO SWIPING! No POS machines to use, and no special paper to purchase.
- No individual county contracts—once enrolled in the Provider Portal, a Provider can serve children in any county in NC!
- Payments directly to savings/checking accounts.

To use the Provider Portal, Subsidized Child Care Assistance Providers will need to complete a few preparatory steps, which are listed below with their deadlines. For detailed instructions, please refer to the Provider Preparation Guide, bulletins, and job aids on the Division of Child Development and Early Education (DCDEE) website (http://ncchildcare.nc.gov/general/mb_NCFAST.asp). Also, please note that certain “pilot counties” (Buncombe, Durham, Lee, and Orange) will be going live with NC FAST and the Provider Portal before the others. If a Provider serves a pilot county, the Provider will have earlier deadlines, as noted below.

Provider Checklist to Prepare for Provider Portal

March 2016:

- ✓ **Obtain regular internet access if not already established (deadline: March 31, 2016)**
- ✓ **Obtain a bank savings/checking account if not already established (deadline: March 31, 2016)**

May 2016:

- ✓ **Complete direct deposit enrollment (deadline: May 31, 2016)** (please see related job aid: “Setting Up your Direct Deposit”)
 - In May, receive a postcard with information for the website of the NC FAST direct deposit processor, FIS Merchant Services (the postcard will show the DCDEE and NC FAST logos)
 - From the FIS website, a Provider must download a direct deposit contract
 - Complete the FIS contract, attaching valid IRS information and a voided check (for checking account) or deposit slip (for savings account)
 - Then mail or fax the completed contract to FIS
- ✓ **NCID linking (deadline: May 31, 2016)** (please see related job aid: “Creating and Linking your NCID”)
 - Each Provider staff member who will access the Provider Portal must obtain an e-mail address if they do not already have one—the e-mail address can be personal or business

- Each Provider staff member who will access the Provider Portal must obtain a business NCID
- For each staff member, the Provider Director must determine which of the two roles below will be assigned to each staff member for use when accessing the Provider Portal. Staff members may only have one of the roles:
 - **Provider User:** The users assigned to the Provider User role will have the ability to manage attendance and submit rosters, they will be able to enter private pay counts and accept or reject vouchers, and they will be able to view Provider notices and agreements.
 - **Provider Director:** The users assigned to the Provider Director role will have the ability to do all of the functions in the Provider User role, as well as perform Provider enrollment, Provider re-enrollment, and modification of private-pay rate.
- One Provider Director must compile all of the staff members' NCIDs and roles (not passwords) and provide them to the local County Department of Social Services (DSS) Local Purchasing Agency (LPA)
 - If an individual works at more than one Provider, she or he will obtain only one NCID and provide it to each Provider. Both Providers will then communicate the NCID to their County LPA, and the NCID will be linked to both Providers' accounts in NC FAST. The individual must have the same Provider Portal role (that is, Provider User or Provider Director) for both Providers. Each time the individual logs into the Provider Portal, she or he will select which Provider account to work under—the Providers' accounts will be completely separate.
- The County LPA will link these NCIDs to a Provider's NC FAST account and give the Provider access to the Provider Portal in late-June (Pilot Providers), in July (Phase 1 Providers), or in August (Phase 2 Providers)
- If a Provider chooses not to complete these steps and thus no longer participate in SCCA, the Provider must contact the County LPA by May 31, 2016

July through October 2016:

- ✓ **Enrollment: (Pilot Provider deadline: July 31, 2016; Phase 1 Provider deadline: September 30, 2016; Phase 2 Provider deadline: October 31, 2016)** (please see related communication: "Provider Bulletin May 2016")
 - After the County LPA links a Provider's NCIDs, the Provider Director must access the Provider Portal to enroll and complete the Annual Child Care Agreement

November 2016 through March 2017:

- ✓ **Begin regularly checking the Provider Portal for Vouchers (Pilot Provider deadline: November 30, 2016; Phase 1 Provider deadline: January 31, 2017; Phase 2 Provider deadline: February 28, 2017)**
- ✓ **Accept or Reject Vouchers in the Provider Portal (Pilot Provider deadline: December 31, 2016; Phase 1 Provider deadline: February 28, 2017; Phase 2 Provider deadline: March 31, 2017; begin regularly checking for these in the Provider Portal and submitting them within 30 calendar days of initial issuance)**

December 2016 through March 2017:

- ✓ **Complete Attendance in the Provider Portal (Pilot Provider deadline: December 31, 2016; Phase 1 Provider deadline: February 28, 2017; Phase 2 Provider deadline: March 31, 2017; after accepting a voucher and providing child care, begin submitting this through the Provider Portal, with the due date being the 5th day of the next month following the Service Month)**
- ✓ **Make Changes to private-pay rates (deadline: after enrollment, submit these through the Provider Portal as necessary based on Subsidized Child Care policies)**